



Great Falls Job Service Workforce Center  
1018 7<sup>th</sup> St. South  
**Workshop Schedule – August 2014**  
Call 791-5800 to pre-register



**PEP TALK/MTCIS:**

- Explores strengths, interests, skills, and values in relation to education and career paths
- Assessments to discover the best fit for your next employment opportunity

**Monday: AUGUST 4, 18 10:15 AM – 12:00 PM**

**WORKIN' IT OUT:**

- 2 ½ day Workshop
- Successful workplace problem-solving skills, conflict resolution, good communications, and decision-making
- Certificate upon completion

**Scheduled: AUGUST 5, 6, 7 9 AM – 12 PM and 1 – 4:45 PM**  
**AUGUST 19, 20, 21 9 AM – 12 PM and 1 – 4:45 PM**

*(AUGUST 7 AND 21 morning session only, no afternoon session)*

**EXCEPTIONAL CUSTOMER SERVICE STRATEGIES:**

- Challenging you to develop the necessary attitude for delivering exceptional customer service
- Taking that attitude and translating it into daily action

**Thursday: AUGUST 7, 21 2:00 PM - 3:45 PM**

**JOBS ONLINE:**

- How to: Register with Job Service, Update profile information
- Job Search using [jobs.mt.gov](http://jobs.mt.gov)
- Using the Great Falls Job Service website
- Using other Job Listing websites

**Monday: AUGUST 11, 25 2 PM – 3:30 PM**

**DOLLARS & \$ENSE:**

- 1 full-day Workshop
- Money management tips
- Credit reports and what they mean
- \*\*\*Must pre-register with RDI. Call 761-8721\*\*\*

**Tuesday: AUGUST 12, 26 9 AM – 12 PM and 1 – 4:45 PM**

**INTERVIEWING INSIGHTS:**

- Discussion of various types of interviews
- Preparation suggestions; Appropriate dress and appearance

**Wednesday: AUGUST 13, 27 1:30 PM – 3:00 PM**

**RESUMES, COVER LETTERS, & APPLICATIONS THAT WORK:**

- Formats, style, visual appeal
- Types of applications
- How to prepare for: applications, resume creation, and online applications
- Grammar, verbiage, and content to include *and exclude*

**Thursday: AUGUST 14, 28 10:15 AM – 12:00 PM**

*(Hands-on learning in lab environment: 1pm - 3:30pm–optional)*